



Travis Perkins plc

conn3ct

# Transforming the HR Service Centre with Amazon Connect

Travis Perkins plc is the UK's largest distributor of building materials in the UK. With 20+ businesses in the Group, Travis Perkins has grown to over 28,000 employees across more than 2,000 branches, stores and sites around the UK. Travis Perkins first engaged Conn3ct in 2017 to deliver an Amazon Connect powered contact centre for their centralised HR function that provides a full breadth of HR Services to all their 28,000 employees.

## The Challenge

Travis Perkins HR First line support platform consists of two specialised teams: Employee Relations and My People Service both using the same telephony platform. They faced multiple challenges with their previous supplier's technology including a system that was not fully compatible with current technology. The knock-on effect was a lack of stability which resulted in lost productivity from outages.

Limited flexibility to add new services, announcements and allocation of call flows to new or existing numbers was also a challenge to address.



## The Solution

The Conn3ct team engaged with the Service Centre management and operations teams to map out the ideal experience for their end customers.

Using a proven, agile approach we were able to rapidly deploy the desired IVR and routing profiles within Amazon Connect, whilst upskilling agents, supervisors and managers on the effective use of the AWS desktop and reporting tools.

Furthermore, it became evident that the Service Centre management team were heavily reliant on a wallboard with a preferred view and list of statistics that was used to drive operational productivity.

Using the real-time information and data feeds from Amazon Connect, in less than six weeks the team developed a fully customised wallboard that leveraged the wider AWS services stack like EC2, Lambda and Kinesis Streams.

## The Outcome

The Travis Perkins HR department now have a highly resilient contact centre system that provides consumption-based billing that offers a more accurate way of billing.

A new wallboard details the agents status and the contact centre KPIs in real-time. This was built bespoke by Amazon Connect as this is not part of the standard service.

Another key benefit is added flexibility for Travis Perkins to manage the contact centre without specialist external help, e.g. scale up and down to support internal projects, develop call flows, activate new numbers/options.

## The Challenge

- Existing system not fully compatible with current technology.
- Limited flexibility meaning external specialist help was often required.
- Lack of stability resulted in a loss of productivity.

## The Solution

- IVR and routing profiles within Amazon Connect.
- Upskilling agents, supervisors and managers on the effective use of the AWS desktop and reporting tools.
- Fully customised wallboard that leveraged the wider AWS services stack like EC2, Lambda and Kinesis Streams.

## The Business Outcomes

- Highly resilient contact centre that provides consumption-based billing.
- A new wallboard that displays KPIs in real-time.
- Added flexibility to allow Travis Perkins to manage the contact centre without specialist external help.

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